

3 FAH-2 H-400 Appendix J 900

FSN 900 SHIPMENT AND TRAVEL GROUP

(TL:FSNH-11; 10-18-93)

This group includes all positions the duties of which are to supervise or perform work involved in the incoming or outgoing shipment and customs clearance of U.S. Government equipment and supplies and the household effects, privately owned vehicles, and other privately owned property of U.S. citizen personnel assigned to the post, and involved in making arrangements for the travel of U.S. citizen personnel assigned to the post and the travel and temporary housing accommodations of official and VIP visitors to the post.

Series included in this group are:

Shipment Series	FSN 905
Travel Series	FSN 910

FSN 905 SHIPMENT SERIES

This series includes all positions the duties of which are to supervise or perform work involved in the incoming or outgoing shipment and customs clearance of U.S. Government equipment and supplies and the household effects, privately owned vehicles (POV) and other private property of U.S. citizen personnel assigned to the overseas establishments of the Department of State and its associated agencies.

The Shipment Series includes:

Shipment Supervisor	FSN 905-9
Shipment Assistant	FSN 905-8
Shipment Assistant	FSN 905-7
Shipment Assistant (POV)	FSN 905-7
Customs Expediter	FSN 905-6
Shipment Clerk	FSN 905-6
Shipment Clerk	FSN 905-5

FSN-905-9 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Shipment Supervisor

SERIES: Shipment
LEVEL: FSN-905-9

BASIC FUNCTION:

Directs and supervises a shipment and customs clearance unit which arranges for and facilitates the incoming and outgoing shipment and customs clearance of the household and personal effects, privately owned vehicles (POV), and other property of U.S. citizen personnel and of U.S. Government equipment and supplies.

MAJOR DUTIES AND RESPONSIBILITIES:

At a large post, is responsible for the incoming and outgoing shipment and customs clearance of the personal property and effects of the U.S. citizen personnel and of U.S. Government equipment and supplies. Directs and supervises a unit of three to six employees engaged in the performance of these functions. Organizes the work of the unit so as to make best use of existing resources, makes work assignments, and develops work schedules. Trains employees in the performance of their duties, and provides supervisory direction and guidance in handling difficult, complex, and sensitive cases. Selects employees, approves leave, takes disciplinary action in most cases, and makes recommendation for promotion. Develops and maintains contacts with officials of shipping, packing, and local transfer companies, and with host country customs and other government officials to facilitate there solution of shipment and customs clearance problems. Keeps American supervisor advised as to problems and recommends solutions. Reviews and approves shipment and customs clearance paperwork and documentation. Reviews shipment, packing, and local transfer companies bills and complaints concerning them and makes recommendations to embassy officials on these matters. Keeps records and prepares reports and correspondence on various aspects of shipment and customs clearance matters. May handle very complex or sensitive cases personally.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some collegiate study is desirable.

EXPERIENCE: Three to five years of progressively responsible experience in shipment and transportation or a closely related field.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A detailed knowledge of the Department of State and Department of Defense regulations and procedures governing the shipment of household and personal effects, POV and other private property, and U.S. Government equipment and property. A detailed knowledge of the host government's customs and other related requirements and procedures. A broad knowledge of shipment industry practices, and of the capabilities and reliability of local transfer and packing companies.

ABILITIES: Must possess supervisory and management ability to organize, manage, and supervise the shipment and customs clearance function effectively. Must be tactful, yet effective, in dealings with shipment and local transfer and packing companies and with customs and other host government officials and U.S. citizen personnel.

DISTINGUISHING FEATURES:

This is the highest level and only supervisory level recognized in the Shipment Series. Shipment Supervisor is distinguished from other levels in the Shipment Series by complete responsibility for the operation of the shipment, customs clearance, and related programs of a large post, and for supervising three to six employees engaged in those functions. The Shipment Supervisor has continuing responsibility for management of the unit, including planning and organizing work, setting priorities, and generally making the most efficient use of available resources. Is a recognized expert on shipping company practices, host government customs and related procedures and regulations, and the regulations of the Departments of State and Defense governing the shipment of private and U.S. Government property. The latter are complex and require interpretation in their application to specific situations. Supervision received from an American supervisor is general and non-technical. Considerable judgment is involved in evaluating the capability and quality of work of shipment, packing, and local transfer companies. Personal contacts with arriving and departing U.S. citizen personnel and with customs and other host government personnel require considerable tact, often in tense or controversial situations.

SUPPLEMENTARY NOTES:

This standard is appropriate only to large posts which require a shipment unit of the size indicated. Supervision of two or three additional employees will not operate to justify a higher level of Shipment Supervisor. At medium and small posts, the shipment function is typically performed by a single employee, perhaps assisted by a clerk and an expediter. See standard for Shipment Assistant FSN-8.

FSN-905-8 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Shipment Assistant

SERIES: Shipment
LEVEL: FSN-905-8

BASIC FUNCTION:

Arranges for and facilitates the incoming and outgoing shipment and customs clearance of the household and personal effects, privately owned vehicles (POV), and other property of U.S. citizen personnel and of U.S. Government equipment and supplies.

MAJOR DUTIES AND RESPONSIBILITIES:

Working under non-technical supervision, has complete responsibility for arranging and facilitating incoming and outgoing shipments and customs clearances for an embassy/post. Solicits bids for the shipment, packing, storage, local transfer, etc. of general and specialized types of private and U.S. Government property, and recommends contractors for specific jobs. Arranges for pick-up, customs clearance, storage or delivery, and unpacking of incoming shipments. Advises departing personnel of their entitlements under applicable agency regulations (STATE, DOD, etc.), customs regulations and requirements, and related matters. Arranges for pick-up, packing, shipment, and customs clearance of outgoing private and U.S. Government property. Prepares the necessary paperwork and documentation or has it prepared by others. Meets incoming personnel and accompanies outgoing personnel (or arranges for others to do so) at the airport, docks, or railroad station to facilitate and expedite customs clearances. Assists U.S. citizen personnel with the registration, licensing, inspection, sale and purchase of POV, and prepares the necessary paperwork and documentation in this connection. Maintains contacts with officials of shipping, packing, and transfer companies, and with host country customs and other government officials to facilitate carriers bills and complaints concerning them, and makes recommendations on these matters to embassy/post officials. May direct the efforts of one or two subordinates who assist in carrying out the foregoing duties.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some collegiate study is desirable.

EXPERIENCE: Two to four years of progressively responsible experience in the transportation or a closely related field is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A detailed knowledge of the Department of State and DOD regulations and procedures governing the shipment of household and personal effects, POV, and other private property and U.S. Government property. A detailed knowledge of the host country's customs regulations and procedures. A good knowledge of the abilities, general procedures, and quality of work of local shipping carriers and transfer companies.

ABILITIES: Must be tactful, yet effective, in dealings with host country customs officials and other officials, and with officials of shipping, packing, and transfer companies, and with U.S. citizen personnel.

DISTINGUISHING FEATURES:

This is the highest non-supervisory level recognized in the Shipment Series. Shipment Assistant FSN-8 is distinguished from other levels of work in the Shipment Series by having complete responsibility for, and performing all aspects of arranging and facilitating incoming and outgoing shipments and customs clearances for an embassy/post, and by the absence of technical supervision. The Shipment Assistant FSN-8 is the recognized expert on all shipment and customs clearance matters at the post. Typically, supervision is general and is received from the General Services Officer or another American supervisor. Guidelines are provided by the regulations and procedures of appropriate agencies (STATE, DOD, etc.), which are detailed and complex, and require interpretation in their application to specific cases. Considerable judgment is involved in evaluating the ability and quality of work and services accomplished by shipment, packing, and transfer companies. Personal relationships with U.S. citizen personnel who are arriving and departing are complicated by the tension and stress involved in long distance moves between foreign countries; personal relationships with customs officials are also characterized by stress and tension in some cases. A high degree of tact, diplomacy, and persistence is required for effectiveness. This is not a supervisory position, but the Shipment Assistant FSN-8 may direct the efforts of one or two clerical or expediting assistants; essentially, however, must perform all aspects of shipment and customs clearance work.

SUPPLEMENTARY NOTES:

This standard is appropriate to any post where the duties indicated herein are performed on a substantially full-time basis; where these duties are combined with duties of another function, the position should be classified on the basis of the Mixed Position Rule. A different situation exists at large posts where the shipment function is headed by a Shipment Supervisor who supervises a number of positions. Such organizations often have separate positions for shipment sub-functions, such as, POV shipment and customs clearance (Shipment Assistant (POV) FSN-7), customs expediting at the airport, docks or railroad station (Customs Expeditor FSN-6), clerical processing and typing of shipment and customs

documentation (Shipment Clerk FSN-5 or 6), and general shipment assistants (Shipment Assistant FSN-7) who may or may not specialize in incoming or outgoing shipments, but who do receive guidance and technical supervision from the Shipment Supervisor, and have a less varied scope of duties and responsibilities than Shipment Assistant FSN-8 by reason of these factors.

FSN-905-7 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Shipment Assistant

SERIES: Shipment
LEVEL: FSN-905-7

BASIC FUNCTION:

Arranges for and facilitates the incoming and outgoing shipment and customs clearance of the household and personal effects, and other property of U.S. citizen personnel and of U.S. Government equipment and supplies.

MAJOR DUTIES AND RESPONSIBILITIES:

Arranges for and facilitates incoming and outgoing shipment and customs clearance of private property and U.S. Government property. Solicits bids for the shipment, packing, storage, local transfer, etc. of private and U.S. Government property and recommends contractors for specific jobs. Arranges for the pick-up, customs clearance, storage or delivery, and unpacking of incoming shipments. Advises departing personnel of their entitlements under applicable agency regulations (STATE, DOD, etc.), and of customs regulations and requirements and related matters. Arranges for pick-up, packing, shipment, and customs clearance of outgoing private and U.S. Government property. Prepares the necessary paperwork and documentation or arranges to have it prepared by others. Meets incoming personnel and accompanies outgoing personnel (or arranges for others to do so) at the airport, docks, or railroad station to facilitate and expedite customs clearances. Maintains contacts with working level personnel of shipping, packing, and transfer companies, and of host country customs and other government offices to facilitate shipment and customs clearance and related matters. May review shipment, packing, and local transfer company bills and complaints concerning them and make recommendations on these matters to supervisor. May assist U.S. citizen personnel with the customs clearance, registration, inspection, licensing, and insurance coverage of privately owned vehicles (POV) and prepare the necessary paperwork and documentation.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some collegiate education is desirable.

EXPERIENCE: One to three years of progressively responsible experience in the transportation or a closely related field is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A good working knowledge of the Department of State and DOD regulations and procedures governing the shipment of household and personal effects and other private property and U.S. Government property. A good working knowledge of the host country's customs, regulations, and procedures. A good knowledge of the abilities, capabilities, and general procedures of shipment and local transfer companies.

ABILITIES: Must be tactful, yet effective, in dealings with host country customs and other officials, and personnel of shipping, packing, and transfer companies.

DISTINGUISHING FEATURES:

This is the lower of two levels of Shipment Assistants defined in the Shipment Series. Shipping Assistant FSN-7 is distinguished from Shipping Assistant FSN-8 by the fact that the former has a lesser scope of responsibility and a lesser degree of independence of action by reason of location in a unit headed by a Shipping Supervisor. Supervision received is general, but technical assistance and guidance are available from the supervisor. Guidelines are provided by the regulations and procedures of the Departments of State and Defense, both of which are detailed and complex and require interpretation in their application to specific situations. Judgment is exercised in evaluating the capabilities and quality of work of shipping, packing and transfer companies. Personal relationships with arriving and departing U.S. citizen personnel and with customs officials of the host government are complicated by tension and stress. A high degree of tact, diplomacy, and persistence is required for effectiveness.

SUPPLEMENTARY NOTES:

Positions of Shipment Assistant FSN-7 typically exist only at large posts. Depending on the organization of the work, a Shipment Assistant FSN-7 may perform both incoming and outgoing shipment and customs clearance work, or separate positions may be established for incoming and outgoing shipments. Also, the Shipment Assistant FSN-7 may perform POV shipment and customs clearance and related work, or this function may be accomplished by a separate employee. The presence or absence of these specializations in a particular position will not operate to raise or lower the level of the position.

FSN-905-7 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Shipment Assistant (POV)

SERIES: Shipment
LEVEL: FSN-905-7

BASIC FUNCTION:

Arranging for and facilitating or accomplishing all host government required actions concerning U.S. Government vehicles and the privately owned vehicles (POV) of U.S. citizen personnel.

MAJOR DUTIES AND RESPONSIBILITIES:

Makes arrangements for and facilitates or accomplishes incoming and outgoing shipment, customs clearance, purchase and sale, inspection registration, licensing, and insurance coverage of POV and U.S. Government vehicles. Solicits bids, recommends contractors, and arranges for the shipment and necessary storage of POV and U.S. Government vehicles. Advises departing U.S. citizen personnel of shipping practices, their entitlements under applicable agency regulations (State, DOD, etc.), customs regulations, and other pertinent matters. Arranges for pickup and customs clearance of incoming POV and U.S. Government vehicles. Advises incoming U.S. citizen personnel of host laws and regulations, taxes, and fees which apply to POV ownership and operation. Arranges for and facilitates the inspection, registration, licensing, and insurance coverage of POV. Assists U.S. citizen personnel in obtaining host country or international driver's licenses. Assists in the purchase or sale of POV. Prepares and types the documentation and other paperwork needed for POV transactions or arranges for it to be prepared and typed by others. Meets incoming personnel and accompanies outgoing personnel at the airport, docks, or railroad station to facilitate and expedite customs clearances as appropriate. Maintains contacts with working level personnel of shipping companies, insurance agencies, and host country government customs and other offices concerned with motor vehicles in order to expedite and facilitate POV transactions and to resolve problems. May arrange for or participate in arrangements for the sale of U.S. Government vehicles which are being retired from service. May advise and assist U.S. citizen personnel who have been involved in vehicle accidents. May issue gas rationing cards and administer post compound parking permits.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some collegiate education is desirable.

EXPERIENCE: One to three years of experience in the transportation field or a closely related field which has provided experience in customs regulations and host country vehicle laws and regulations is required. Experience should be progressively responsible.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A good working knowledge of the Department of State and Department of Defense regulations and procedures governing knowledge of the host country's customs regulations and procedures which apply to POV and U.S. Government vehicles.

ABILITIES: Must possess at least Level 1 typing abilities. Must have the ability to be tactful, yet effective, in dealings with host country customs and other officials, personnel of shipping companies, and U.S. citizen personnel.

DISTINGUISHING FEATURES:

This is the only level of shipping assistant working in the POV area that is recognized in the Shipment Series. Shipment Assistant (POV) FSN-7 is distinguished from Shipment Assistant FSN-7 by the fact that the former specializes in POV and U.S. Government vehicle work, and is also concerned with work other than shipment and customs clearance. The Shipment Assistant (POV) FSN-7 typically works in a unit headed by a Shipment Supervisor.

Supervision received is general, but technical assistance and guidance are available from the supervisor. Guidance with respect to shipment is available in the regulations and procedures of the Departments of State and Defense, both of which are detailed and complex and require interpretation in application to specific situations. Some guidelines may exist in written material issued by the host government customs offices and other government offices concerned with automotive vehicles, but if such material does not exist, the only guidelines are the Shipment Assistant (POV) FSN-7's knowledge of applicable procedures and practices. Personnel relationships with arriving and departing U.S. citizen personnel and host government personnel are often complicated by tension and stress. A high degree of tact, diplomacy, and persistence is required for effectiveness.

SUPPLEMENTARY NOTES:

Positions of Shipment Assistant (POV) FSN-7 typically exist only at large posts. Small and medium sized posts usually organize this function, and other shipment and customs clearance functions, into a Shipment Assistant FSN-8 position, or into a position which combines shipment and other functions; in the latter situation, the position is classified in accordance with the Mixed Position Rule.

FSN-905-6 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Customs Expediter

SERIES: Shipment
LEVEL: FSN-905-6

BASIC FUNCTION:

Expedites the customs clearance and other host government approvals of incoming and outgoing shipments of household and personal effects and other property of U.S. citizen personnel and of U.S. Government equipment and supplies.

MAJOR DUTIES AND RESPONSIBILITIES:

Presents permits and other paperwork required for customs exemptions on incoming and outgoing private and U.S. Government property to host government customs and other offices, and expedites processing and approval of these papers. Picks up shipment papers on incoming and outgoing property and clears the shipments through customs. Accompanies incoming and outgoing U.S. citizen personnel at airport, docks, or railroad station, facilitates the customs clearance of their baggage, and accompanies them to their temporary quarters. May personally prepare permits for customs exemption and related paperwork. May prepare and expedite the processing and approval of customs exemptions and other permits for specialized items such as automobiles, firearms and ammunition, cameras, liquor, cigarettes, etc. May drive an official U.S. Government vehicle in connection with obtaining customs clearances for incoming and outgoing shipments.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is desirable.

EXPERIENCE: Two to two and one-half years of clerical or other experience in shipping, transportation, or a closely related field is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A general knowledge of the Department of State and Department of Defense regulations governing the preparation of documentation and other paperwork for the shipment of private and U.S. Government property. A good knowledge of these regulations which pertain to requesting customs exemptions. An excellent knowledge of the host government regulations on customs exceptions and importation and exportation permits, and of the practices of the host government offices which administer these exceptions and permits.

ABILITIES: Level 1 typing ability (less than 40 words per minute) is desirable, and may be required in some positions. If required to drive official U.S. Government vehicle, must have a local driver's license appropriate to vehicle(s) driven.

DISTINGUISHING FEATURES:

This is the highest level of expediting work recognized in the Shipment Series, although other and higher levels within the Shipment Series may perform some expediting duties in connection with their primary responsibilities. Customs Expediter positions are distinguished from most other shipment positions by being mainly concentrated on customs clearance and customs exception expediting functions and by the depth of knowledge of host government customs and other offices practices as well as procedures and regulations. Although technical assistance is available from a supervisor, supervision is general. Guidelines are provided by Department of State and Department of Defense regulations with regard to customs clearances and customs exceptions, and by the practices of the host government offices with which the Customs Expediter deals.

FSN-905-6 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Shipment Clerk

SERIES: Shipment
LEVEL: FSN-905-6

BASIC FUNCTION:

Prepares and types documentation and other paperwork for incoming and outgoing shipments of private and U.S. Government property and associated customs clearances.

MAJOR DUTIES AND RESPONSIBILITIES:

Prepares and types a wide variety of documents, letters, memoranda, and other paperwork related to incoming and outgoing shipments of private and U.S. Government property, the associated customs clearances of these shipments, and the registration, inspection, licensing, and insurance coverage of privately owned vehicles (POV). Checks bills submitted by shipping, packing, and transfer companies against authorizing documents. Types, and in some cases drafts, general correspondence and reports, files shipping and customs clearance documents and other paperwork, keeps records, and performs miscellaneous clerical work as necessary. May deliver documents in the customs office and make non-technical explanations of the documents in the language of the country. May provide preliminary information concerning the requirements of shipment regulations, entitlements, etc., to arriving and departing U.S. citizen personnel.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is desirable.

EXPERIENCE: Two to two and one-half years of clerical experience in shipping, transportation, or a closely related field is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A good working knowledge of Department of State and Department of Defense regulations governing the preparation of documentation and other paperwork for the shipment of private and U.S. Government property, and of host country regulations governing customs clearance.

ABILITIES: Level 1 typing ability (less than 40 words per minute) is required.

DISTINGUISHING FEATURES:

This is the highest level of clerical work recognized by the Shipment Series. Shipment Clerk FSN-6 is distinguished from Shipment Assistant positions by the clerical processing nature of the duties performed, and from other Shipment Clerk positions by a knowledge of local and applicable agency regulations concerning the preparation and processing of shipment and customs clearance documentation and other paperwork that permits completion of these items with little or no technical assistance. Although technical assistance is available from the supervisor or a higher level employee, supervision is general. Guidelines are local and Department of State or Department of Defense regulations and procedures. These are detailed and complex, and Shipment Clerk FSN-6 is expected to be able to interpret them in application to specific cases.

SUPPLEMENTARY NOTES:

Some Shipment Clerk positions will not require the knowledge of agency regulations and procedures indicated above because a higher level employee provides technical guidance and all interpretations of the regulations in their application to specific cases. Such positions should be placed in Shipment Clerk FSN-5.

FSN-905-5 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Shipment Clerk

SERIES: Shipment
LEVEL: FSN-905-5

BASIC FUNCTION:

Prepares and types documentation and other paperwork for incoming and outgoing shipments of private and U.S. Government property and associated customs clearances.

MAJOR DUTIES AND RESPONSIBILITIES:

Working from instructions received from a Shipment Supervisor or a Shipment Assistant, prepares and types a wide variety of documents, letters, memoranda, and other paperwork related to incoming and outgoing private and U.S. Government property, the associated customs clearances of these shipments, and the registration, inspection, licensing, and insurance coverage of privately owned vehicles (POV). Checks bills submitted by shipping, packing, and transfer companies against authorizing documents. Types general correspondence and reports, files shipping and customs clearance documents and other paperwork, keeps records, and performs miscellaneous clerical work as necessary. May deliver documents to host country customs office.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is desirable.

EXPERIENCE: One and one-half to two years of clerical experience is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A general knowledge of Department of State and Department of Defense regulations governing the preparation of documentation and other paperwork for the shipment of private and U.S. Government property, and of host country customs clearance regulations is desirable.

ABILITIES: Level 1 typing ability required (less than 40 words per minute).

DISTINGUISHING FEATURES:

This is the lower of two levels of clerical work in the Shipment Series. Shipment Clerk FSN-5 is distinguished from Shipment Assistant positions by the clerical processing nature of the duties performed, and from Shipment Clerk FSN-6 by lesser degree of knowledge of applicable agency regulations governing the preparation and processing of shipment and customs clearance documentation and related paperwork, and by the absence of a requirement to interpret these regulations in their application to specific cases. A supervisor or other higher level employee regularly provides technical assistance and close supervision.

FSN 910 TRAVEL SERIES

This series includes all positions the duties of which are to supervise or perform work involved in making arrangements for the travel of U.S. citizen personnel assigned to the post, and for the travel and temporary housing accommodations of official and VIP visitors to the post. As an exception to the foregoing, positions responsible for the supervision of the travel function in addition to one or more other functions, may be allocable to the series appropriate to one of the latter functions.

The Travel Series includes:

Travel Assistant	FSN 910-8
Travel Assistant	FSN 901-7
Travel Clerk	FSN 910-5

FSN-910-8 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Travel Assistant

SERIES: Travel
LEVEL: FSN-910-8

BASIC FUNCTION:

Arranges for the travel of U.S. citizen personnel assigned to a post, and for the travel and temporary housing accommodations of official and VIP visitors to the post.

MAJOR DUTIES AND RESPONSIBILITIES:

Working under non-technical supervision, makes travel arrangements and, where necessary, arrangements for temporary lodging accommodations for U.S. citizen personnel assigned to the Post, considering most direct routes, salary and per diem costs, air and/or rail or ship fares, balance of payments considerations, and other pertinent factors. Advises U.S. citizen personnel of their entitlements in a wide variety of travel situations, including home leave and return to the post, home leave and transfer, R&R leave, medical evacuation, invitational travel, emergency leave, etc. Arranges for visa and other entry or departure formalities, including medical requirements, time limitations, etc., and insures that these formalities have been complied with. Prepares General Travel Requests (GTRs) and Travel Authorities (TAs) and obtains and validates tickets, or arranges for this to be done by others. Prepares correspondence, cables, and reports concerning travel matters. May type the necessary paperwork and documentation, and keep necessary files and records or arrange to have this done by others. Maintains contacts with appropriate personnel at the offices of the airlines, railroads, steamship lines, etc., in order to facilitate resolution of problems. May direct the work of one or two subordinates who assist in the performance of the above functions. Performs the types of travel services indicated above for official visitors and VIPs. In the case of the latter, may also arrange other types of services, such as sightseeing tours, shopping trips, etc.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some collegiate study is desirable.

EXPERIENCE: Two to four years of progressively responsible experience in the travel field, or in a closely related field is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A detailed knowledge of the Standardized Regulations (Government Civilians, Foreign Areas), and of applicable agency (State, DOD, etc.) ancillary instructions.

ABILITIES: Must be able to deal tactfully, yet effectively, with host country officials and with U.S. citizen personnel and VIP visitors. May be required to have Level 1 typing ability (less than 40 words per minute).

DISTINGUISHING FEATURES:

This is the highest level of work recognized in the Travel Series. The Travel Assistant FSN-8 is the recognized expert on all travel matters at a post which has a very substantial number of VIP visitors annually. The Travel Assistant FSN-8 is distinguished from other levels of work in the Travel Series by having complete responsibility for arranging for all travel for U.S. citizens assigned to the post, for official visitors and for travel for U.S. citizens assigned to the post, for official visitors and for VIPs, and by the absence of technical supervision. Supervision received is general, and from the General Services Officer, the Personnel Officer, or another American official. Guidelines are provided by the Standardized Regulations (Government Civilians, Foreign Areas), and by appropriate agency (State, DOD, etc.) ancillary instructions. Considerable judgment is involved in applying these regulations to specific cases. Personal relationships with U.S. citizens are often complicated by the stress and tension involved in long-distance moves between foreign countries. A high degree of tact, diplomacy, and persistence is required for effectiveness. This is not a supervisory position as such, but the Travel Assistant FSN-8 may direct the efforts of one or two assistants; essentially, however, he or she must perform all aspects of the post's travel work.

SUPPLEMENTARY NOTES:

At some posts, the travel function may be placed in a unit performing a different function, and under the technical supervision of the head of that unit. The use of the Travel Assistant FSN-8 classification is not appropriate in such situations.

No precise definition of the phrase "a very substantial number of VIP visitors annually" is provided but this phrase is intended to indicate a situation in which the Travel Assistant FSN-8 is regularly concerned with providing services to VIP visitors throughout the year. Two or three visits by VIP parties annually would not, for example, be considered "a very substantial number of VIP visitors annually." As used herein, VIP is intended to have the meaning assigned by State Department and associated agency instructions and by typical usage.

FSN-910-7 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Travel Assistant

SERIES: Travel
LEVEL: FSN-910-7

BASIC FUNCTION:

Arranges for the travel of U.S. citizen personnel assigned to a post, and for the travel and temporary housing accommodations of official and VIP visitors to the post.

MAJOR DUTIES AND RESPONSIBILITIES:

Makes travel arrangements and, where necessary, arrangements for temporary lodging accommodations for U.S. citizen personnel assigned to the post, considering most direct routes, salary and per dem costs, air and/or rail or ship fares, balance of payments considerations, and other pertinent factors. Advises U.S. citizen personnel of their entitlements in a wide variety of travel situations, including home leave and return to the post, home leave and transfer, R&R leave, medical evacuation, invitational travel, emergency leave, etc. Arranges for visas and other entry or departure formalities, including medical requirements, time limitations, etc., and insures that these formalities have been complied with. Prepares General Travel Requests (GTRs) and Travel Authorities (TAs) and obtains and validates tickets, or arranges for this to be done by others. Prepares correspondence, cables, and reports concerning travel matters. May type documentation and other paperwork and perform necessary filing and record keeping, or arrange to have this done by others. May direct the work of a clerk. Performs types of travel services indicated above for official visitors and VIP visitors. In the case of the latter, may also arrange for other types of services, such as sightseeing tours, shopping trips, etc. Maintains contacts with working level personnel at ticket offices of airlines, railroads, and steamship lines to facilitate obtaining travel reservations and tickets on short notice.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is required; some collegiate study is desirable.

EXPERIENCE: One to three years of progressively responsible experience in the travel field, or in a closely related field is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: A good working knowledge of the Standardized Regulations (Government Civilians, Foreign Areas), and of applicable agency (State, DOD, etc.) ancillary instructions.

ABILITIES: Must be able to deal tactfully, yet effectively, with host country officials and with U.S. citizen personnel and VIP visitors. May be required to have Level 1 typing ability (less than 40 words per minute).

DISTINGUISHING FEATURES:

This is the lower of two levels of travel assistants in the Travel Series. Travel Assistant FSN-7 is distinguished from Travel Assistant FSN-8 by the fact that work is done under technical supervision, and the employee is not regularly concerned with providing travel services to substantial numbers of VIP visitors throughout the year (See Supplementary Notes for Travel Assistant FSN-8). Travel Assistant FSN-7 is distinguished from Travel Clerk by possession of a sufficiently comprehensive knowledge of the Standardized Regulations (Government Civilians, Foreign Areas) and appropriate agency (State, DOD, etc.) ancillary instructions that he or she is able (with only occasional assistance from the supervisor) to advise travelers concerning their entitlements in virtually all areas of travel, whereas the Travel Clerk can provide such advice only on matters in which he or she has received supervisory guidance, or in areas in which clear-cut, well-established precedents exist. The Travel Assistant FSN-7 may be supervised by a Travel Assistant FSN-8, or by the head of an organization which accomplishes at least one other function in addition to the travel function, but will always receive technical supervision, i.e., the supervisor will always be able to interpret the regulations and instructions to specific cases, and to provide other forms of technical assistance. The supervision received is typically general. Guidelines are the Standardized Regulations (Government Employees, Foreign Areas), and appropriate agency (State, DOD, etc.) ancillary instructions. Judgment is involved in applying the regulations and instructions to specific cases. Personal relationships with U.S. citizens are often complicated by the stress and tension which may be involved in long-distance moves to foreign countries. A high degree of tact, diplomacy, and persistence is required for effectiveness.

SUPPLEMENTARY NOTES:

See Supplementary Notes for Travel Assistant FSN-8 relative to "a very substantial number of VIP visitors annually."

FSN-910-5 INTERAGENCY POSITION CLASSIFICATION STANDARDS

GROUP: Shipment and Travel
TITLE: Travel Clerk

SERIES: Travel
LEVEL: FSN-910-5

BASIC FUNCTION:

Prepares documentation and other paperwork in connection with travel arrangements for U.S. citizen personnel assigned to a post and for official visitors and VIP visitors.

MAJOR DUTIES AND RESPONSIBILITIES:

Working from instructions received from the unit supervisor or a Travel Assistant, prepares and types Travel Authorities (TAs), General Travel Requests (GTRs) and other forms of travel documentation, form letters, standardized types of reports and atypical correspondence. Maintains files and records and performs general office work. May deliver entrance and departure documents to host government offices, and answer simple questions concerning them. May take GTRs to airline, railroad, and steamship ticket offices and obtain tickets. On the basis of supervisory instructions or clear-cut, easily understood precedent, makes simple travel arrangements and provides simple explanations to travelers concerning entrance and exit requirements of the host country. May make hotel and other temporary lodging accommodation reservations.

DESIRED QUALIFICATIONS:

EDUCATION: Completion of secondary school is desirable.

EXPERIENCE: One and one half to two years of clerical experience is required.

LANGUAGE: Level 3 English ability (good working knowledge) is required.

KNOWLEDGE: Must have a good knowledge of general office operations, ideally with American oriented companies. Must be able to acquire a general knowledge of the Standardized Regulations (Government Civilians, Foreign Areas) and ancillary agency instructions.

ABILITIES: Must have Level 1 typing ability (less than 40 words per minute).

DISTINGUISHING FEATURES:

This is the only level of Travel Clerk defined in the Travel Series. The Travel Clerk is distinguished from the Travel Assistant FSN-7 by the clerical processing nature of the duties performed for the majority of the time, and by the fact that when travel arrangements are made, this is done on the basis of supervisory instructions or clear-cut and easily understood precedents. Also, such arrangements are always of a very simple nature. As indicated, supervision is close with regard to work involving travel arrangements; it is general as to routine office duties.